



**2021 ANNUAL REPORT
TO THE COMMUNITY**



LETTER FROM OUR LEADERS

It goes without saying that 2021 was another unprecedented year that none of us could have anticipated. However, as challenging as 2021 was, it was also a year of progress and inspiration as Pikes Hospice & Palliative Care and the Pikes Peak Hospice Foundation navigated 2021 with resilience, compassion and creativity.

Our mission is to provide compassionate, expert end-of-life care to patients and their families. We partner with those who share our vision and lead change in the community to ensure comfort for all those who face a serious illness.

We have worked to fulfill this mission by adding to our existing strengths and growing new capabilities – with your help. We are pleased to share with you our Annual Report for 2021.

A few highlights of our 2021 advances included:

- We achieved accreditation from the Accreditation Commission for Healthcare (ACHC) in hospice care, palliative care and inpatient care at Penrose Hospital reflecting the exceptional level of care provided by our professional staff and volunteers
- We continued our annual trend of reaching even more patients and families with hospice and palliative care and grief and loss counseling
- The Pikes Peak Hospice Foundation raised more than \$633,000 to support programs that lack a reimbursement source or are underfunded. Allowing us to provide care for anyone who needs us without regard to their ability to pay.

We have much to look forward to as we continue our mission.

Many things have changed over the past few years, and we anticipate ongoing changes in healthcare and in end-of-life care. One thing that will not change, is our commitment to our community and to provide the highest quality end-of-life care for all who are in need.

We encourage you to read more about how we have impacted the lives of those in our community in 2021. We thank you for your generous support and continued trust in Pikes Peak Hospice & Palliative Care and the Pikes Peak Hospice Foundation.



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Dawn Darvalics
President



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Laura Rosendo
Executive Director / Pikes Peak Hospice Foundation



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2021 CARE STATISTICS & FINANCIAL HIGHLIGHTS

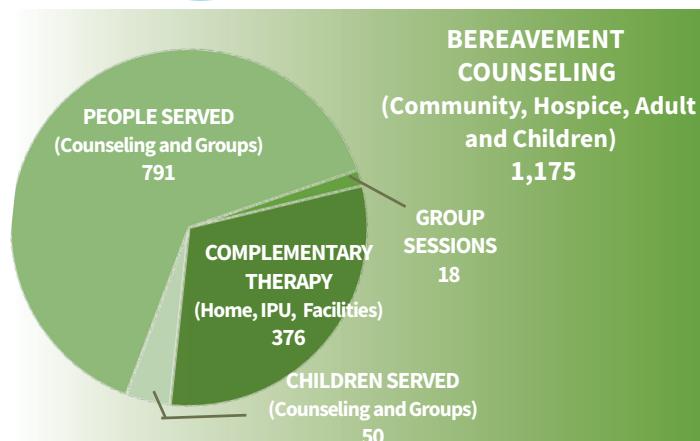
HONORED TO WALK THIS JOURNEY WITH YOU

Pikes Peak Hospice & Palliative Care provides high-quality, life-enhancing hospice and palliative care services for patients with a life-limiting illness or terminal diagnosis. We offer patients and families more options and more control about how they want to manage their illness and their day-to-day lives, allowing them to enjoy more from life. In 2021, Pikes Peak Hospice & Palliative Care, provided care to over **2,000 PATIENTS.**

TOTAL PATIENTS
2,008

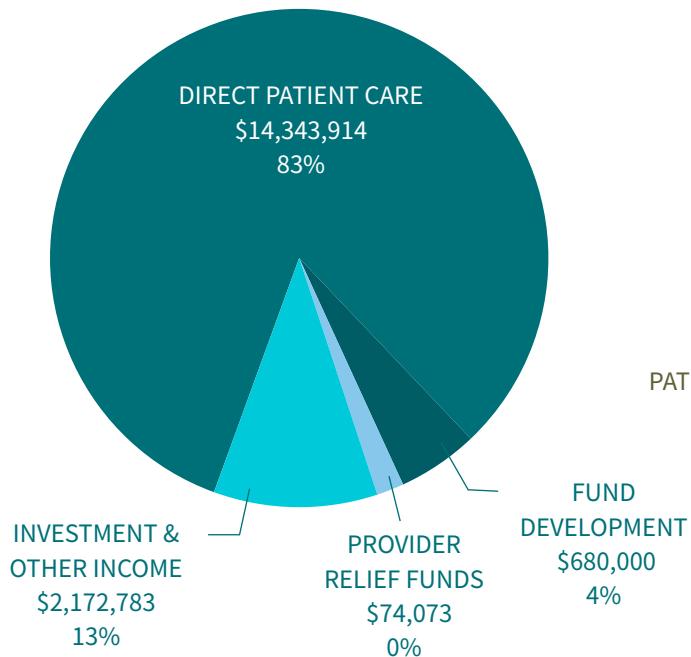
HOSPICE CARE
1,334

PALLIATIVE CARE
674



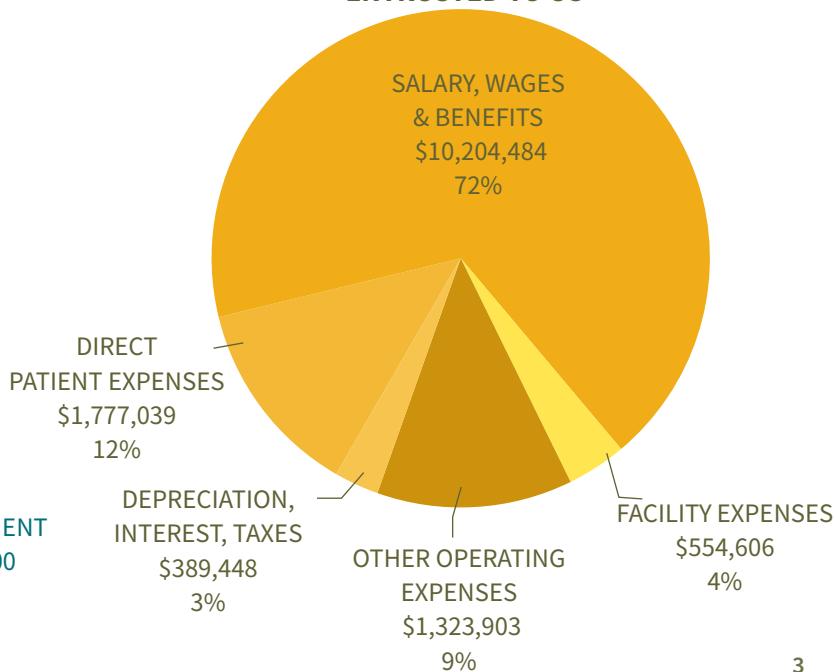
REVENUE:
\$17,270,770

SOURCES OF REVENUE



EXPENSES:
\$14,249,480

HOW WE SPEND THE FUNDS ENTRUSTED TO US



PIKES PEAK HOSPICE & PALLIATIVE CARE / 2021 HIGHLIGHTS

CARING FOR 'BIG JOE': A FAMILY REFLECTS ON HELP FROM HOSPICE



The children of Joseph Reich Jr. describe him as being "larger than life," and to many in his beloved Colorado Springs community he was known fondly as "Big Joe."

"At 6-foot-6, he was a very tall gentleman with broad shoulders. He walked tall and was a proud man," said Joe's daughter, Marianne Mason. "There wasn't anything he wouldn't do for somebody. If he gave you his word, you knew it was going to be done."

After retiring from the Navy with the rank of Captain, Joe became a well-known real estate broker in Colorado Springs where he was born and raised. He and his wife, Ann, raised four children together, and he adored his eight grandchildren. When not busy working, socializing with friends and family, actively engaging in his church community or attending to his numerous civic duties, Joe was a keen sportsman — a passionate fly fisherman, skier, and cyclist. On summer weekends, he rode his bicycle 50 miles from Colorado Springs to Cañon City! Ann would meet him for dinner at the old Belvedere Italian restaurant before driving them both home.

Joe lived life to the fullest. In his later years, he never complained as he battled a number of health issues that often come with advanced age. Last year, at age 84, his health deteriorated rapidly after a vascular surgery. That's when his family reached out to Pikes Peak Hospice & Palliative Care (PPHPC).

Reaching Out to Hospice

While the weight of that decision was initially tough to bear, Joe's family say they immediately found the support and comfort they needed. Marianne was her father's primary caregiver when she first talked with the doctor at PPHPC who would be leading Joe's care.

"I'm obviously not a medical professional, but Dr. Poppe Ries kind of validated what I was seeing. It's very, very complicated as a child to somebody, being my dad's daughter, to come to grips with 'This is the end.' You just kind of feel a little bit lost."

Marianne said hospice care brought peace and acceptance in a difficult and confusing time.

"When Dr. Ries confirmed what we knew in our heart of hearts, it made us feel like now all we need to do is enjoy the time we have left with him — to say the things we want to say and not worry about whether or not we're making the right choices. Just love him and spend time with him," she said.

Connection and Care in Those Precious Final Days

In Joe's final days, his hospice care team offered respite from the physical care duties, allowing his family to focus on making the most of their time with him. "He died at home surrounded by his family. We had children home from college, and little ones running around, and lots of great food. All of those people that he mentored and that were his friends in this community, they would stop by and they would sit with him and had opportunities to say their goodbyes. It was just a truly beautiful time for the family to be together, and for him to feel that love," said Joe's daughter-in-law Michelle Reich.

Michelle says PPHPC enabled Joe's family to feel confident that their dad was comfortable and had everything he needed. She appreciated the individualized care that took into account Joe and his family's unique preferences and needs.

"You feel as if [the hospice team] is custom-crafting a program or a series of steps just for this particular case," she said.

Michelle pointed to the example of scheduling and administering medication: "They worked so closely with the family to determine what the family wanted and needed of them. They're so good at gauging and responding to those individual circumstances."

Marianne said the PPHPC team was calm, gentle and always respectful of Joe's dignity as they tended to his physical care needs. She was touched by the genuine compassion they brought to their work: "You could feel that when the nurse was there, this isn't just another number or just another patient to them. They truly understood what we were feeling."

She said Joe's hospice care team — including his doctor, nurses and chaplain — made all the difference for her family in those final days with their dad.

"They made you feel like you could breathe and that everything was going to be okay."



Care that Continues After Death

In the hours immediately following Joe's death on March 2, 2020, the inconspicuous efficiency and experience of the hospice care team was greatly appreciated by Joe's loved ones needing to mourn and just be.

"We didn't have to call the funeral home. They handled it all. They showed up, they were quiet, and they were out of the way. They didn't need anything from us; they allowed us to grieve," said Michelle.

"They're not just there for the patient. They're there for the survivors as well. I think all of us kids received a phone call letting us know about the counseling services, and checking in on us, making sure we were okay," said Marianne.

The Reich family hopes others who are faced with a similar situation — the serious illness or approaching

death of a loved one — will be able to experience the same support they received from compassionate, experienced experts in hospice care.

"Reach out. Call them sooner rather than later," said Michelle. "They are truly angels on Earth."

PIKES PEAK HOSPICE & PALLIATIVE CARE RECEIVES ACHC ACCREDITATION



Pikes Peak Hospice & Palliative Care was recognized in 2021 for its excellence in patient care by receiving accreditation from the Accreditation Commission for Health Care (ACHC).

The ACHC gives accreditation to health care organizations that meet certain high marks for quality of care. Pikes Peak Hospice & Palliative Care (PPHPC) earned ACHC accreditation for its services in hospice care, palliative care and inpatient care at Penrose Hospital. Within the industry, ACHC has become synonymous with value, integrity and customer service.

PPHPC is an affiliate of the Care Synergy Network, a collective of not-for-profit hospice and palliative care providers across Colorado's Front Range, and has also been recognized as a Level 5 Partner with We Honor Veterans, a program of the National Hospice and Palliative Care Organization. For the past 40 years, PPHPC has been a leader in hospice in Colorado.

"ACHC accreditation reflects the exceptional level of care that all of our staff and volunteers provide," said PPHPC President, Dawn Darvalics. "It demonstrates our commitment to providing the best care possible."

PIKES PEAK HOSPICE & PALLIATIVE CARE / 2021 HIGHLIGHTS

A YEAR WITH SEAN

Georgiana and Sean McMenamin had a whirlwind romance. They met while Sean was deployed with the U.S. Army in Georgiana's home country of Romania. After a long-distance relationship, Georgiana came to Colorado, and the two married in late 2019.



Instead of building a life together, though, they spent the next year preparing for the end of Sean's. In January 2020, Sean learned he had cancer, and in May 2021, he died at the age of 35.

Georgiana said she didn't expect him to pass away so quickly. Still, she was grateful for the special moments they shared: vacations to Las Vegas and

ROAD WARRIOR: 'TENACIOUS TEAGAN' BEGINS HER TRAVELS



Like many children, Teagan Romano capped off her summer with a family camping trip filled with sunshine, water and outdoor fun. Unlike most other children her

age, though, Teagan's trip was carefully planned to keep her comfortable, safe and healthy since getting COVID-19 or even just a mild cold could be disastrous.

Teagan, a pediatric patient of Pikes Peak Hospice & Palliative Care (PPHPC), has metachromatic leukodystrophy (MLD), a degenerative illness that affects her nerves and brain. Going anywhere during the pandemic has been scary, her mom, Kelsey Donnelly, said, but everything is about managing risks and finding balance in her quality of life. "You want to be able to make sure they're safe, but also that they get to go out and enjoy the world."

California and a month-long visit with Sean's parents in Pennsylvania. She said she knew Sean's doctors wouldn't approve of their travel during the pandemic, and even after his death spoke about their trips as if they were students cutting class, but neither of them knew what to expect for the year ahead. She said they wanted to take advantage of the times when he was feeling good, and she was glad to spend time getting to know Sean's family.

In the final weeks of his life, Sean received care from the staff at Pikes Peak Hospice & Palliative Care. Georgiana said she appreciated that when she had to leave the Inpatient Care Unit for short periods of time, she could trust that he was in good hands.

The Pikes Peak staff worked as a team to give him comfort and care and so that he could be there, present and engaged with his family and friends as much as possible.

"We take pride in how we deliver care and value the trust that families place in us," said Dawn Darvalics, PPHPC president.

This particular trip to Provo, Utah, was important for Teagan's quality of life as well as for her parents. Teagan went on her first camping trip when she was just one month old, so Teagan's family has worked hard to make sure she can continue to enjoy the outdoors. Kelsey is Teagan's primary daily caregiver, but she consulted and double-checked with Teagan's care team from PPHPC, which includes a social worker who visits once a week, to make sure they could safely travel.

The family also had a special safety net while on the trip. They joined up with other MLD families they had been talking and sharing support with since before Teagan was in hospice care.

"It was phenomenal," Kelsey said. "We've known these people for three years, but it's always been through phone, text, virtual meetings. To be able to meet them in person is emotional."

Kelsey and her husband, Shaun Romano, found comfort in the network that had become like family.

Others in the group understood their situation in a way even their blood family members didn't. If an alarm beeped, everyone in the group would recognize a medical alert and say "Who's that?" rather than "What's that?"

"We all were backup for one another," Shaun said. "Leaving was parting with lifelong friends."

While that trip has ended, they're looking forward to the next. Shaun has been continuing his work on converting a bus into a special camper that will serve as a home away from home that can help them keep camping and traveling while also giving Teagan the care she needs. Shaun's current project is plumbing and insulating the bus to make it comfortable while on the road.

Although the bus wasn't ready for the first trip, Shaun said he's hard at work getting it done. He's even had offers from some of her care team to help.

"Teagan made an impact on her care team. These are people who have been with us our entire journey."

Kelsey said Teagan has been doing well over the summer. "She's a warrior, she's a fighter. She's overcome some things that we didn't know she would. She proves us wrong every time."

You can follow along with Teagan's future travels and her journey on her family's Facebook page, @TenaciousTeagan.

THANK YOU TO OUR 2021 DONORS!

We can't say it enough. Please accept our gratitude for your support of Pikes Peak Hospice Foundation and Pikes Peak Hospice & Palliative Care. The impact of each and every contribution, no matter the size, is a gift to our patients and families. We are grateful for your steadfast support which ensures hospice and palliative care for our community.

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Provide compassionate & expert end-of-life care to patients & their families.

Partner with those who share our vision.

Lead change in the community to ensure comfort for all who face serious illness.

OUR CORE PRINCIPLES

Hospice care is about living.

End-of-life events are universal.

Comfort & dignity should be accessible to all.

Every life experience is exceptional.

To listen is to understand.

Hospice & palliative care is ever-changing.

Optimism is powerful & contagious.

Honored to walk this journey with you.

A dark silhouette of the Rocky Mountains, rendered in a jagged, blocky style, runs horizontally across the bottom of the page, partially overlapping the contact information at the bottom.

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